GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:218
ANSWERED ON:20.11.2000
IMPROVEMENT IN CUSTOMER SERVICE
T. GOVINDAN

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Union Government have made any changes in the functioning of Telecom Sector after its making of Corporatisation with regard to improvement in customer service etc.; and

(b) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) & (b): Sir, consequent upon Corporatisation of Department of Telecom Services and Department of Telecom Operations from 01.10.2000, Bharat Sanchar Nigam Limited has initiated an exercise for simplification of various procedures related to shifting of telephone connections from one place to another and expeditious execution of the shifting orders. Proposals are also under consideration for simplifying various application forms and set up Call Centres to provide information to customers as they want it, when they want it and the way they want it.

Orders have been issued recently for reduction in Registration charges for new telephone connection from Rs. 3000/- to Rs. 2000/- in urban areas and from Rs. 1000/- to Rs. 500/- in rural areas. Orders have also been issued for making available application forms free of cost, acceptance of telephone bills through cheques on Saturdays and Sundays in CTOs& DTOs and speedy restoration of telephones disconnected on account of non-payment of telephone bills.